

*...make sure they know before they go*

## Health Care Tips for Family Visits

**Troy Kitch**

*TRICARE Europe Public Affairs & Marketing*

For many TRICARE Prime beneficiaries in Europe, the start of summer marks the beginning of family member visits from the U.S. The following is a synopsis of need-to-know information about health care for visiting relatives during this busy travel season.

### Visiting Children of Active Duty Members Assigned Overseas

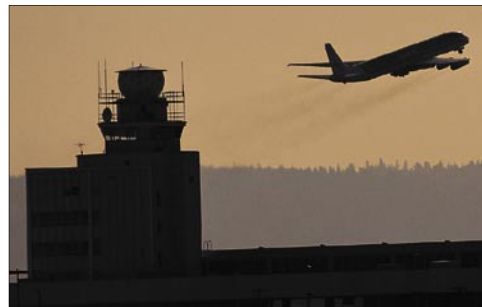
If you have children who attend school in the U.S. but return overseas to stay with you for an extended period (over 60 days) during the summer, we recommend you enroll them in TRICARE Europe Prime. Local enrollment ensures priority access to care and smooth claims processing. If they stay with you for only a few days, we recommend they remain enrolled in their stateside TRICARE region. Note that children must reside with you, their overseas-assigned active duty sponsor, in order to be eligible for Prime.

When students who have transferred their enrollment to TRICARE Europe return to school in the U.S. they must outprocess with their servicing overseas TRICARE Service Center (TSC) and return to the Prime or Standard coverage they had in the states. Contact your TSC for more information.

Please note that children of retirees who are enrolled in TRICARE Prime in the states but attend school or

spend their summers (over 60 days) with their retired sponsor overseas should have their sponsor notify their stateside TSC to disenroll.

TRICARE Prime is not available to retirees and their families overseas.



### Other Visiting Family Members

If your parents, in-laws, or other non-dependent family members visit you this summer, they must ensure that their health insurance policy covers them overseas. If not, they may wish to purchase temporary travel insurance.

Medicare does not pay for care received overseas. If your visitors are covered under Medicare, ensure that they are aware of this rule and understand that there are no exceptions.

For more information about TRICARE and visiting relatives, see [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil) or stop by your local TRICARE Service Center.

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# TRICARE Europe Beneficiary Feedback

The information in this column features frequently asked questions from beneficiaries and answers provided by the TRICARE Europe Office staff.

**Q:** *We are preparing to PSC to Ramstein AB, Germany. We currently have dental coverage through United Concordia in the states. Are we required to transfer or disenroll from United Concordia before we seek care from the base dental clinic?*

**A:** No, you are not required to disenroll. There are no additional applications required for individuals already enrolled in the dental plan who are reassigned overseas. TRICARE Dental Program benefits, limitations and exclusions are the same for both CONUS and OCONUS service areas. However, some covered services may be unavailable in select OCONUS locations. For more information, contact the TRICARE Europe Dental Office at 00-49-6302-67-6358/DSN 496-6358, or see our website at [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil). Additional information and enrollment forms are also available at [www.ucci.com/government/governmentprog.html](http://www.ucci.com/government/governmentprog.html).

**Q:** *I am a dependent enrolled with TRICARE Prime overseas. How can I get reimbursed for covered prescriptions that I paid for out of pocket?*

**A:** Provided that the item is a covered benefit, you need to provide a copy of your paid receipt, a copy of the pharmacy bill and a completed claim form (DD 2642).

This claim form can be directly downloaded from our website at [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil). Claims should be submitted to:

TRICARE Europe WPS – Claims Processing  
P.O. Box 8976  
Madison, WI 53708-8976.

**Q:** *Can I book medical appointments for myself and my family members online?*

**A:** TRICARE now offers the ability to schedule appointments, store medical data, and search over 18 million pages of medical information with TRICARE Online (TOL). Appointment services are now available at most locations, and are expected to be available Europe-wide by the end of July.

TOL is available to Prime and TRICARE Plus beneficiaries enrolled at Military Treatment Facilities. You still have the option of booking appointments by phone or in person at your local MTF. For more information, contact your local TRICARE service center.

TOL is available at <https://www.tricareonline.com/>

## Postal Weight Restriction for Overseas Retirees Lifted for TRICARE Mail Order Prescriptions

Retirees who reside overseas can now receive prescription drugs at their APO address via the TRICARE Mail Order Pharmacy (TMOP) program in packages that weigh over 16 ounces.

As of May 21, the weight limit imposed on retiree mail received through U.S. military post offices in theater no longer applies to TMOP prescription drugs. The 16-ounce limit remains in place for other types of packages.

This exception allows retirees overseas to order and receive 90-day supplies of prescription drugs. Larger prescription orders are generally more economical and convenient for many TMOP customers. Postal personnel have been instructed on the new rule. Packages of prescription drugs received from "Express Scripts, Inc. (ESI)," the sole supplier of prescription drugs for the TMOP, will be forwarded to retiree APO addresses regardless of weight. For additional information about this new policy, re-

tirees may contact their local community post office.

Beneficiaries may check the status of new or refill prescription orders anytime at [www.express-scripts.com](http://www.express-scripts.com) or by calling (866) DoD-TMOP (there is no toll-free number for overseas customers).

TMOP deliveries for locations outside of the U.S. require about 7 days to process, but may take longer for some overseas locations.

For more information about the TMOP program, beneficiaries may visit [www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) or contact their local TRICARE Service Centers and military pharmacies in Europe.



# TRICARE Europe Council Gathers in Naples

**J01 Jeffery J. Pierce**

*Navy Region Europe Europe Public Affairs*

Twice a year, all military medical and dental facility commanders and key TRICARE Europe personnel come together. The latest of these meetings was held May 28-29 at Naval Support Activity Naples, Italy. The purpose of the meetings is to update all military medical and dental commanders around Europe on the latest TRICARE Europe information and receive feedback from these commanders to help steer the TRICARE Europe program.

The topics covered at the meeting represented a broad array of issues important to health care delivery in the region. There was also a focus on lessons learned from the current military operations and host-nation health care quality.

Deputy Assistant Secretary of Defense for Health Affairs, Mr. Edward P. Wyatt, Jr. was the keynote speaker for the meeting. According to Wyatt, meetings like this are the preferred form of communication.

"There's nothing really like face-to-face contact for an extended period of time to really understand the needs, goals, frustrations and successes of people deployed overseas," Wyatt said. "That's why it's so important to come to meetings like this."

According to Brig. Gen. Elder Granger, European Regional Medical Command commander and TRICARE Europe Lead Agent, such meetings keep everyone informed of the latest information.

"These meetings allow us to take the latest information as provided by the TRICARE Management Activity in Washington, D.C., so we can disseminate it to medical and dental treatment facility commanders," Granger said. "In addition, we bring a senior leader from the assistant secretary of defense for health affairs office. This allows us to get the latest updates from Washington plus, from a TRICARE Europe perspective, we provide them with the latest updates that we disseminate throughout our region."

Providing health care to servicemembers can be a difficult

task, but for Wyatt, TRICARE is his number one priority.

"There's nothing more important to the assistant secretary of defense for health affairs and myself than making sure that TRICARE becomes and remains the provider of choice for healthcare services for our beneficiaries," Wyatt said. "We have people scattered all over the globe and it can be a challenge making sure that we have these programs in place where our people are located."

According to Granger, TRICARE Europe is making sure that the health care needs of its customers are being met.

"We have a very robust preferred provider network, so if we cannot provide the healthcare in our day-to-day medical treatment facilities, we have host-nation providers that we have validated their ability as well as their quality to take care of our beneficiaries," Granger said.

So, what can servicemembers and their families expect from TRICARE in the future? Granger explains where TRICARE Europe is headed.

"TRICARE Europe is just like TRICARE in the United States. It is the best health care benefit anywhere in the world. In addition we have TRICARE online that any active duty or reserve servicemember, as well as retirees, can use," Granger said. "A new program called TRICARE Prime Remote, under contract with SOS International, is in place to take care of our families who are not located near our health care facilities. This program will assist families with making appointments at the right place with the right providers to take care of their health care needs."

According to Wyatt, the military health system will change as the military changes.

"We will do everything we have to do to continue to be the provider of choice for active duty members and their families' health care needs," Wyatt said. "As our military transforms, so will we."



## HEALTH CARE INFORMATION LINE

**Advice is just a phone call away, anytime day or night. If you have a medical concern at three in the morning or simply need some sound medical advice, all you have to do is pick up the phone to speak to a registered nurse or get automated information on hundreds of topics.**



# Transitional Health Care Available for Separated Reserve Component Members & Their Families

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Reserve Component members separated from active duty after serving in support of a contingency operation for a period of more than 30 days are eligible for transitional health care benefits upon separation. Reserve Component family members are also eligible for the same level of transitional health care benefits as provided to eligible service members (with the exception of dental benefits, which are available under the TRICARE Dental Program to eligible members).

The Transitional Assistance Management Program (TAMP) allows eligible beneficiaries to continue receiving the TRICARE benefit for 60 or 120 days after the member's separation date, depending on length of active duty service.

○If the service member served less than six years total active federal military service, he/she may receive the TRICARE benefit for 60 days after the separation date.

○If the service member served for six years or more total active federal military service, he/she may receive the TRICARE benefit for 120 days after the separation date.

Individuals who are no longer eligible for TRICARE are also eligible for temporary health insurance under the Continued Health Care Benefits Program (CHCBP). CHCBP is not part of TRICARE but provides similar benefits. To obtain this coverage, you must enroll in CHCBP within 60 days after separation from active duty or loss of eligibility for military health care. The premiums for this coverage are \$933 per quarter for individuals and \$1,996 per quarter for families. The CHCBP enrollment form is available at [www.tricare.osd.mil/reserve](http://www.tricare.osd.mil/reserve).

For more information about these programs,



photo by Kenn Mann, McGuire AFB, New Jersey

beneficiaries may contact the Worldwide TRICARE Information Center toll free at 1-888-DOD-CARE (1-888-363-2273) or visit TRICARE on the web at [www.tricare.osd.mil/reserve](http://www.tricare.osd.mil/reserve). Reserve Component members in Europe, Africa, or the Middle East may contact TRICARE Europe at DSN 496-6347 or commercial 00-49-6302-67-6347 (06302 in Germany).

To determine eligibility for Transitional Health Care Benefits, Reserve Component members should contact a personnel representative in their individual service branch.



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